



# Project plan

## Harmonised Nordic Retail Market

### Business processes, message format, content and interface

**Version:** 1.0.A  
**Status:** Approved by project group  
**Date:** August 26<sup>th</sup> 2013

## **Content**

<b>1. INTRODUCTION .....</b>	<b>3</b>
1.1. BACKGROUND.....	3
1.2. MEMBERS OF NEG.....	4
1.3. REFERENCES .....	4
1.4. ABBREVIATIONS .....	4
1.5. CHANGE LOG .....	4
<b>2. PREREQUISITES .....</b>	<b>5</b>
<b>3. OBJECTIVE.....</b>	<b>5</b>
<b>4. ORGANISATION.....</b>	<b>6</b>
4.1. STRUCTURE.....	6
4.2. PARTICIPANTS.....	6
4.3. MEETING FREQUENCY .....	7
<b>5. INVOLVEMENT FROM THE ACTORS IN THE ENERGY SECTOR.....</b>	<b>7</b>
<b>6. COMMUNICATION WITH NORDREG.....</b>	<b>7</b>
<b>7. DELIVERABLES .....</b>	<b>9</b>
<b>8. COSTS .....</b>	<b>10</b>
<b>9. PROJECT PLAN.....</b>	<b>11</b>

## **Project plan: Harmonised Nordic Retail Market; Message format, content and interface**

### **1. INTRODUCTION**

#### **1.1. BACKGROUND**

NordREG has, in a letter dated June 13<sup>th</sup> 2012, asked the Board of Nordic Market Steering Group (MSG) to facilitate the creation of a common harmonised Nordic end user market by assigning the Nordic Ediel Group (NEG) to recommend harmonised technical requirements for each of the following topics (this could include data format etc.):

- Make a proposal for communication means, e.g. MADES (including Synchronous / Asynchronous communication and web services)
- Make a proposal for data exchange syntax, i.e. EDIFACT or XML
- Detailing of document exchanges, i.e.
  - Supplier switching
  - Move
  - Creating and ending contracts
  - Update of Master data (including handling death, marriage, divorce and so on)
  - Update of Master data (special cases like changes of settlement, stop/start of metering)
  - Metered data (consumption/ meter stands)
  - Invoicing
  - Create/ close metering points
  - If DataHub how to have contact between players
  - Request information, both master data and meter data
  - Bulk functions (change BA, supplier all MP...)
  - Default supplier and supplier of last resort

NEG find it important that the national Ediel organisations, such as Elmarknadsutveckling in Sweden and NEE (Norsk Ediel Ekspertgruppe) should be involved in the process during the detailing of the process.

In order to avoid overlapping work as well as critical issues being lost, it will be very important to have a close cooperation between NEG and the NordREG Business Process Task Force.

Since the year 2015 is the target year for the common harmonised Nordic end user market. The deliverance of the harmonised technical requirements would need to be provided to NordREG as soon as possible and in time for the regulators to have enough time to issue the necessary regulations.

The project plan reflects the requested end date from the original request form NordREG. There are however several uncertainties, such as when requirements from NordREG are available, time for public hearings on the NordREG documents and how detailed the documentation is when available. Dependent on these uncertainties, the project may be delayed.

## Project plan: Harmonised Nordic Retail Market; Message format, content and interface

### 1.2. MEMBERS OF NEG

The Nordic Ediel Group (NEG), a group within the Nordic TSO cooperation, originally wrote this project plan. The group have the following members:

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### 1.3. REFERENCES

- [1] ebIX<sup>®</sup>, EFET and ENTSO-E Harmonised Electricity Market Role Model, see <https://www.entsoe.eu/resources/edi-library/>
- [2] Ediel, Ediel Nordic Forum and Nordic Ediel group, see [www.ediel.org](http://www.ediel.org).
- [3] ebIX<sup>®</sup>, see [www.ebix.org](http://www.ebix.org).
- [4] Standards for Electronic Data Interchange (EDI) in a common Nordic retail market, A Position Paper from the Nordic TSOs, September 20<sup>th</sup> 2011, [Standards for Electronic Data Interchange \(EDI\) in a common Nordic retail market](#)
- [5] NBS (Nordic Balance Settlement), [www.nbs.coop](http://www.nbs.coop)
- [6] NordREG requirements, see [www.nordicenergyregulators.org](http://www.nordicenergyregulators.org)

### 1.4. ABBREVIATIONS

The following abbreviations are used in this document:

**CuS** ebIX<sup>®</sup> Customer Switching project  
**ETC** ebIX<sup>®</sup> Technical Committee  
**NEMM** Project for Nordic (TSO) Energy Market Model for data exchange

### 1.5. CHANGE LOG

Version	Changed by	Date	Changes
5.0	Ove Nesvik	20130618	Updated after first project meeting.
4.0	Ove Nesvik	20130531	Update, such as, textual clarifications, update of NEG member list, addition of missing links to references, addition of metering report as a prerequisite, NordREG prefers a convenor from a TSO etc.
3.0	Ove Nesvik	20130214	Updated after comments from NordREG
2.0	Ove Nesvik	20121114	Updated after MSG meeting October 25 <sup>th</sup>
1.0	Ove Nesvik	20121008	First version for comments by MSG

## **2. PREREQUISITES**

The following general prerequisites for the project have been identified:

- The base for the project will be
  - The current implementations and agreed changes in the four Nordic countries.
  - Requirements from the NordREG Retail Market WGs:
    - Market Rules TF
    - Customer Empowerment TF
    - Business Process TF
    - Metering TF
  - ebIX<sup>®</sup> Business Requirement Views (BRV) and related Business Information Views (BIV). The latter defines the technical implementation of the BRV [3]:
    - BRV and BIV for Structure, which among others include description of the processes change of supplier, customer move and exchange of master data.
    - BRV and BIV for Measure, which among others include description of the processes for exchange of metered data.
  - ebIX<sup>®</sup>, EFET and ENTSO-E Harmonised Electricity Market Role Model [1]
- The following inputs from NordREG are needed to finalise the project:
  - Harmonised «Customer Switching Process», including requirements for exchange of master data.
  - Harmonised «Customer Move» processes.
  - Metering report
- The project will detail the processes based on NordREG specifications and not discuss items not specified by NordREG, which are differing between the Nordic Countries, such as payment rules, contracts etc.
- If needed; change requests to the ebIX<sup>®</sup> Business Requirement Views and/or ebIX<sup>®</sup> Business Information Views will be submitted to ebIX<sup>®</sup>.
- The language of the deliverables shall be English.
- The timeline needs to adequately reflect the dependency on the business process.

## **3. OBJECTIVE**

The project shall propose and document a harmonised Nordic data exchange format, including content, communication platform and data security measures that can be used for data exchange in a harmonised Nordic end user market. This includes answers to the following questions from NordREG:

- What are the required functionalities for the information exchange system(s)?
- What crucial technical aspects need to be harmonised in order to make the future business processes work?

The proposal shall follow the requirements given from the NordREG Retail Market WG as far as requirements exist.

## **Project plan: Harmonised Nordic Retail Market; Message format, content and interface**

### **4. ORGANISATION**

The project will be organized as a project group within NEG.

#### **4.1. STRUCTURE**

The project will have the following structure:

**Project Owner:** NordREG will be the owner of the project and be responsible for the cost of a secretary.

**Overall Project Leader:** The Nordic Market Steering Group (MSG) will be the Overall Project Leader of the project. MSG is expected to follow the project's work and approve the deliverables from the project. The project should provide MSG with high-level reporting, primarily on decisions that may have economic consequences for market participants and TSO's.

**Steering Group:** BuP TF and NEG will be the Steering Group. The Steering Group meetings should as far as possible use phone/video meetings.

**Project Group:** Up to three participants from each of the four Nordic countries. The representative(s) shall represent the national Ediel organisation. In addition NordREG should participate as observer.

**National reference groups:** A group where the national project members and a national reference group meet and discuss the Project Group's work. It is proposed four to five national meetings during the project duration. The national reference groups should be:

- In Norway the national Ediel organisation NEE
- In Sweden the national Ediel organisation Elmarknadsutveckling
- In Denmark the Danish expert panel
- In Finland a national project established by Fingrid together with Finnish Energy Industry

It is also stressed that it is important to invite national electricity organisations to participate in the national reference groups.

**Project coordinator:** Responsibility for start-up, organisation and conducting the study. The project coordinator will on regular bases report to BuP TF.

**Project leader/Convenor:** Will act as the chair for the project group. When choosing a project leader NordREG recommend choosing a TSO person.

#### **4.2. PARTICIPANTS**

At the time of approval of this project plan, the project group consisted of:

**Project members:** Christian Odgaard, Energinet.dk, [cco@energinet.dk](mailto:cco@energinet.dk)  
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## Project plan: Harmonised Nordic Retail Market; Message format, content and interface

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### 4.3. MEETING FREQUENCY

- It is expected that the project group will have six two-day meetings.
  - The project meetings will among others be used to discuss and agree the BRS (Business Requirement Specification) that will be the result of the project.
  - BuP TF is asked to participate at one of the two days of the project group meetings, to clarify possible regulatory questions that are arising. As an option phone/video-meetings may be used for these clarifications.
- The two first two-day meetings will be used to come up with the first proposals that can be discussed within the reference groups. Thereafter there should be a verification of the project group work by national reference groups and by BuP TF, in-between the project group meetings.

Meeting place for the project meetings will be circulated between the participating countries.

## 5. INVOLVEMENT FROM THE ACTORS IN THE ENERGY SECTOR

The communication between the project group and the actors in the energy sector will be taken care of through meetings between the national project members and the national reference groups (national Ediel organisations, such as Elmarknadsutveckling in Sweden and NEE in Norway). It is proposed between three and five national meetings during the projects lifetime.

## 6. COMMUNICATION WITH NORDREG

## **Project plan: Harmonised Nordic Retail Market; Message format, content and interface**

The communication between the project group and NordREG will be taken care of by participation from NordREG in the Steering group.

At the final meeting of the project members from the BuP TF is expected to participate



## **7. DELIVERABLES**

The deliverables from the project will be:

- An overall (generic) Business Requirements Specification (BRS) for the harmonised business processes needed to achieve a common harmonised Nordic end user market, i.e.
  - Change of supplier
    - Pre-switch checking
  - Customer move
  - Exchange of master data
  - End of supply and/or grid connection
  - Proposal for handling special processes, such as:
    - Change to supplier of last resort
    - Change to default supplier
    - Bankruptcy
  - Proposal for exchange of metered data

The BRS will contain a detailed description of the content of the documents to be exchanged.

An example of layout and structure can be found at:

[BRS for Nordic TSO Scheduling and Ancillary Services Process](#)

- Recommend requirements for communication means and formats, such as:
  - Communication means; MADES, SMTP, WS, ...
  - Formats; XML or EDIFACT
  - How to deal with address information, i.e. interface between the Danish DataHUB, “Finnish Excel sheet” and the Ediel portals in Norway and Sweden

The delivery of the project will be one compiled report; Business Requirements Specification (BRS) for the common business processes needed to achieve a common harmonised Nordic end user market. It is expected that draft requirements for communication means and formats will be presented as a separate document.

The project is dependent on requirement specifications from NordREG. The project is initialised from the NordREG Business Process task force (BuP TF), which expect to finalise process descriptions for Change of Supplier, Move and End of Supply. The status for when and if requirements will be available for other processes, such as exchange of metered data on a Metering point level, exchange of master data and handling of special processes are currently unclear. Dependent on when requirements are available, the project may be delayed.

## **8. COSTS**

The project members will cover their own costs.

- Project group:
  - 6 two-days meetings
  - Homework
  - Travelling costs
- Steering group:
  - Expected run as telephone conferences
- NordREG Business Process Task Force Reference Group
  - Participation on one of the days of the 6 planned two-day meetings of the project group. As an option phone/video-meetings may be used.
  - Travelling costs
- National Reference Groups
  - Dependent on national needs
  - Homework
  - Travelling costs
- Project coordinator:
  - 6 two-days meetings (project group)
  - Steering group meetings (?)
  - Homework, including editor work of the deliverables
  - Travelling costs

NordREG will provide the project coordinator.

**9. PROJECT PLAN**

Activity	Month											
	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mars	April	
Project group meeting	◆		◆			◆	◆	◆		◆		
National Reference group meeting				◆	◆			◆	◆			
Documentation												
Business Information Model (BPM)												
Change of supplier												
Exchange of master data												
Customer move												
End of supply and/or grid connection												
Special processes												
Exchange of metered data												
Detailed description of the documents												
Proposal for communication means and format												

Dependent on when requirements from NordREG are available and how detailed the documentation is; the project may be delayed.

- Overall project duration
- Activity duration
- Task duration
- Task duration dependet on input from NordREG
- Project meeting